

EMERGENCY SERVICES CALL TAKER

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class are responsible for answering emergency and non-emergency calls for police, fire and emergency medical services and relaying information to appropriate dispatch staff. Incumbents operate telephone communications equipment, including the 10 digit and 911 communications system; and input data into dispatch systems, and provide emergency medical services pre-arrival instructions as required. This job involves an unusual working environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. Incumbents must maintain accurate records of all calls and are required to work shifts which cover both day and night hours. This position routes call information to dispatchers and is not responsible for dispatching emergency services. Work is performed under general supervision in accordance with established policies permitting some leeway for the exercise of independent judgment. Supervision over the work of others is not a function of employees in this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives calls from the public in need of fire, rescue, emergency medical, law enforcement or other emergency services and relays information to appropriate dispatch staff;

Receives and answers radio calls for various agencies and transfers calls to appropriate personnel;

Queries the caller in a calm, systematic manner to determine the seriousness and nature of the situation, the location, the services needed, and other information necessary to evaluate the situation;

Maintains a continuous log of all telephone and radio calls received;

Enters information from callers into the computer aided dispatch (CAD) system;

Utilizes computerized data-bases (including NYSPIN system) to access and record data;

Utilizes the records retrieval system to retrieve necessary information;

Gives instructions to callers and provides emergency medical instructions to callers using standard accepted medical guidelines;

Performs various clerical duties as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of the operation of radio and telephone equipment and emergency services terminology;
Ability to react quickly and calmly in stressful situations;
Ability to control telephone conversations with distraught, confused callers through calmly, carefully directed interrogation to obtain all pertinent information;
Ability to orally transmit messages with good diction and in a clear speaking voice;
Ability to quickly and accurately enter orally transmitted data utilizing a typewrite style computer keyboard;
Ability to use good judgment, tact and courtesy in talking with the public and in responding to requests for service;
Ability to understand and follow oral and written directions which pertain to job assignment and methods of performance;
Ability to communicate both orally and in writing;
Ability to perform routine clerical tasks.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma and one year of experience where the primary function involved typing or inputting on a keyboard style computer terminal.

NOTE 1: Possession of American Safety & Health (ASHI) Basic First Aid and CPR certification is necessary within 6 months of appointment.

SPECIAL REQUIREMENT: Incumbents in this position are required by the County Legislature to reside within the County of Broome, OR an adjoining county (TIOGA, CORTLAND, DELAWARE OR CHENANGO) at all times during their employment in the title.

R956 3/18/13
Revised 10/21/21

COMPETITIVE